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Date: March 1, 2010

To: Workforce Development Board Directors  
Workforce Development Board Chairs  
Chief Local Elected Officials

From: Gary Denis, Director   
Bureau of Workforce Training

Subject: **Program Year (PY) 2009 Onsite Monitoring of Workforce Development Board (WDB) Program Cover Memo, Overview, and Monitoring Guides**

This is to announce the annual onsite monitoring of PY2009 Division of Employment and Training (DET) programs managed by the Workforce Development Boards (WDBs).

Annually, DET conducts onsite monitoring of programs administered by WDBs. For PY 2009 these programs will include the Workforce Investment Act Title 1B (WIA) Program and the discretionary grant programs including Emerging Industry, Industry Partnership Convening, Industry Partnership Training, Manufacturing Skills Standards Certification, and Opportunity Grants. The purposes of the onsite monitoring include:

- Ensure the programs comply with appropriate policies and procedures and operate within the parameters established by law, regulations, DET's *Workforce Programs Guide* and other program guidelines;
- Assess the quality of services provided to program participants and employers, and where appropriate, make recommendations for improvement;
- Provide technical assistance as needed or requested;
- Identify system wide issues requiring policy or program review and resolution;
- Identify best practices to be shared with others in the workforce development system; and
- Assess impact of workforce programs within the workforce development area.

Onsite monitoring will occur from March through July 2010. The Local Program Liaison (LPL) assigned to your area will be contacting you to develop a schedule for the onsite work. Monitoring guides to be used are enclosed. The fiscal monitoring guide for Program 2009 will be submitted under separate cover. Fiscal monitoring will occur at the same time as program monitoring wherever it can be coordinated.

Please note that the Desk Review Survey and Assurances and Certification monitoring guide require workforce development boards to complete and submit certain information to their LPL at least three weeks prior to the onsite review. Failure to do so could result in a finding in the monitoring report.

1. The PY2009 Desk Review Survey – WDBs are required to submit items 1-16 to their LPL at least three weeks prior to onsite monitoring.
2. Assurances and Certifications Guide - WDBs are required to complete the second column of the Assurances and Certification chart contained in this guide and submit it to their LPL at least three weeks prior to onsite monitoring.

LPLs will make every effort to discuss all findings during the exit conference. However, if upon returning to the office to continue with desktop review, review of onsite notes, discussion with DWD management, and preparation of the monitoring report; the LPL notes that further findings are appropriate beyond those discussed in the exit conference, the WDB will be contacted via phone or email. These subsequent findings will be discussed and acted on accordingly.

Monitoring reports will be distributed to the WDB within 45 calendar days after the exit conference. All findings and observations contained in the report will be retained in the final report unless the WDB noted a factual error(s). The WDB will get 30 calendar days to respond to their LPL on any findings contained in the report. The LPL will review the response and communicate with the WDB if further resolution is needed. Once all monitoring report findings are satisfactorily addressed, a monitoring close-out letter will be sent to the WDB.

Thank you in advance for your assistance and cooperation in completing this year's monitoring effort. Please contact your LPL if you have questions.

Enclosures